Ayush Tech Demo Company – Customer Support Knowledge Base

Document Type: Demo RAG Context Document

1. Introduction

This is a demo customer support knowledge base for Ayush Tech Demo Company. The document is designed to be used with an AI-powered RAG-based customer support chatbot.

2. Head Office Address

Ayush Tech Demo Company, Demo Tech Park, Sector 99, Demo City, India.

3. Terms & Conditions

By using Ayush Tech Demo Company services, users agree to comply with all company policies and applicable laws.

The company reserves the right to modify services, pricing, or policies with prior notice.

Misuse, fraud, or violation of terms may result in account suspension.

4. Account & Security

Go to Login → Forgot Password → Enter registered Email or Phone number. An OTP will be sent to the registered contact details for password reset.

Users are responsible for maintaining the confidentiality of their login credentials.

5. Payment & Billing

Scenario A: Money deducted but Order ID not generated

If the amount has been debited but no order confirmation is received, this is usually a payment gateway timeout issue.

Resolution: The system automatically reverses the transaction within 24–48 hours. If not reversed, request the transaction reference number (URN) and contact support@technova.com.

Scenario B: Double Deduction

If charged twice for the same order, the extra amount will be automatically refunded to the source account within 5 business days.

Accepted Payment Methods

1. Visa, Mastercard, Rupay Cards
2. UPI – GPay, PhonePe, Paytm
3. Net Banking – All major Indian banks
4. Cash on Delivery (COD) – Available for orders below ■50,000 only

6. Refund & Cancellation Policy

Orders can be cancelled within 24 hours if not shipped.

Refunds are initiated to the original payment method only.

Partial refunds may apply for promotional or discounted items.

Refund timelines depend on the bank or payment provider.

1. UPI / Wallet: Instant refund within 2 hours after pickup verification
2. Credit / Debit Card: 5–7 business days depending on the bank
3. Net Banking: 3–5 business days

7. Privacy Policy

Ayush Tech Demo Company respects user privacy and protects personal data.

User data is used only for order processing, customer support, and service improvement.

Sensitive information is never shared with unauthorized third parties.

8. Contact & Escalation Matrix

Level 1 – General Queries

Email: support@technova.com | Chat: Available 24/7 on the App

Level 2 – Unresolved Issues (More than 48 Hours)

Phone: 1800-123-4567 (Mon–Sat, 9 AM – 6 PM)

Level 3 – Grievance Officer

Name: Rahul Sharma

Email: grievance@technova.com

Address: TechNova Towers, Cyber City, Gurugram, India

9. Customer Support Tone Guidelines (For AI Chatbot)

1. Always be polite, empathetic, and concise.
2. Do not blame the customer. Use reassuring language.
3. If unsure, escalate the issue instead of giving incorrect information.
4. Never share internal system details or sensitive information.

10. Escalation Levels (Internal)

1. Level 1: Basic FAQs and common issues
2. Level 2: Payment, refund, and order disputes
3. Level 3: Technical or legal issues – escalate to a human agent